

SHIP Business Continuity Plan

SHIP Business Continuity Plan Checklist

Procedures addressing disasters and emergencies within the SHIP's outreach area as well as short-term and long-term responses necessary to adequately serve the information needs should be developed, maintained and updated annually. These procedures should be written in conjunction with the prevailing state A.A.A., local, and state plans and include the following:

- Plans for evacuating the SHIP facility that detail evacuation routes, procedures for securing the facility, and protocols for ensuring that staff and visitors are safe and accounted for.
- Descriptions of the roles and responsibilities of management and staff during emergencies and disasters as well as a contact list.
- Procedures to provide on-going communication between SHIP directors or designees and CMS.
- Procedures describing how services will be provided and maintained during crises, including the identification and use of alternative sites or different modes of providing services should the facility itself be affected.
- Establish database management protocols that are disaster-ready, i.e., that contain information about services provided by various organizations, how services are provided, and where they are located and contact information.
- Protocols should include security measures on access to personally identifiable information both on and off-site.
- The database should also have the capacity to access the names, location and contact information for people with disabilities and frail elderly who are likely to need services during disasters and emergencies. Databases should contain information for locating vulnerable individuals from existing client lists, census data, voluntary reporting, and related community organizations and should be able to identify sections of the community with high densities of frail elderly or people with disabilities.

- Maintain a listing of off-site hardware and software including an inventory of all equipment (vendor and ID numbers) as well as procedures for accessing resources and information should in-house computerized access be compromised.

- Develop contingency plans for staff, equipment, and infrastructure of technology and related procedures, including an equipment schedule for routinely reassessing and updating all disaster readiness information and procedures and for informing federal, state, and local partners about these updates.

- Conduct periodic practice drills of emergency protocols by staff.

- Participate on community emergency planning teams and in ongoing training exercises to prepare for disasters/emergencies.

- Develop a plan for debriefing staff and managing staff stress following disastrous events.

Adapted from the “Standards for Professional Information and Referral Systems (AIRS), 5th Edition, August, 2005, Section VI, Standards 21-23 and 26-27, “Disaster Preparedness.”